



State of Illinois
Illinois Commerce Commission
Customer Credits for Telecommunications Carriers
Code Part 732.30
Quarterly Filing

Verizon North Inc.
for quarter ending June 30, 2009

Out of Service More Than 24 Hours	April	June	June	Totals
A. Total dollar amount of all customer credits paid	\$3,182.21	\$5,850.40	\$8,640.17	\$17,672.78
B. Number of credits issued for repairs - 24 - 48 hours	202	212	355	769
C. Number of credits issued for repairs - 48 - 72 hours	77	55	124	256
D. Number of credits issued for repairs - 72 - 96 hours	14	18	46	78
E. Number of credits issued for repairs - 96 - 120 hours	5	2	65	72
F. Number of credits issued for repairs > 120 hours	3	1	47	51
G. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	1,059	6,174	3,910	11,143
H. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

Failure to Install Basic Local Exchange Service	April	June	June	Totals
A. Total dollar amount of all customer credits paid	\$991.58	\$988.36	\$3,317.87	\$5,298.00
B. Number of installations after 5 business days	129	121	278	528
C. Number of installations after 10 business days	0	0	0	0
D. Number of installations after 11 business days	1	2	30	33
E. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	33	18	18	69
F. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

Missed Appointments	April	June	June	Totals
A. Total dollar amount of all customer credits paid	\$2,450.00	\$3,950.00	\$7,650.00	\$14,050.00
B. Number of customers receiving credits	53	80	178	311
C. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	10	8	8	26

Comments